

**Table J-6**  
**Military Retiree and Annuitant Pay Workload**

The workload estimates that follow represent DFAS military retiree and annuitant pay functions from March 1999 to February 2000. The workload estimates focus on the performance-based requirements previously stated in this solicitation, Section C. Historical workload is represented, wherever available, in terms of outputs.

New Accounts Establishment and Account Maintenance workload is represented in greater detail using the following categories, from least difficult to most difficult:

**AS** - Automated Simple - describes activities, which are automated and require filling up to one computer screen of information to complete the activity.

**MS** - Manual Simple - describes manual activities which are completed by referencing one source of material.

**AC** - Automated Complex - describes activities, which are automated and require going to multiple computer screens and/or research to complete the activity.

**MC** - Manual Complex - describes activities which are manual, but require referencing multiple sources and/or research to complete the activity.

## HISTORICAL WORKLOAD INFORMATION

Paragraph Number	PWS REQUIREMENTS	Annuity Pay	Retired Pay
<b>3.0</b>	<b>Provide Payroll Services</b>		
	<b>Total Number of Retiree and Annuitant Accounts</b> (snapshot of total accounts as of July 2000)	286,349	2,017,775
<b>3.1</b>	<b>Manage Accounts</b>		
3.1.1	<i>Establish New Account Actions</i>		
	• Automated Simple	16,752	45,922
	• Manual Simple	0	0
	• Automated Complex	3,108	0
	• Manual Complex	762	2,277
	<i>Notify Account Holders Actions</i>		
	• Condolence Letters	*	40,174
	• Welcome New Accounts Letter (Mailing)	*	50,352
	• Disability New Accounts Letter (Mailing)	*	9,374
	• Flag Officer New Accounts Letter (Mailing)	*	187
3.1.2	<i>Maintain Existing Accounts Actions</i>		
	• Automated Simple	310,060	0
	• Manual Simple	4,784	997,307
	• Automated Complex	19,298	0
	• Manual Complex	31,862	494,969
	• Reconciliation Actions	0	849
	• Death Processing Actions	33,960	133,198
3.1.3.	<i>Manage and Process Debt Collection Activities</i>		
	• Reclamation	7,564	1,607**
	• Waiver requests	288	0
	• Request for waiver determination	408	0
	• Debt validation	144	0
	• Debt recall	384	0
	• Accounts receivable	4,080	0
	• Cost debts	0	34,817
	• Debt processing	0	321
	• Waiver requests	0	128
	• Debt offset	0	1,889
<b>3.2</b>	<b>Distribute Pay Amounts</b>		
	• Provide Account File Information (Total accounts being paid (in a paying status)	249,182	1,709,709
	• Total number of allotments (many customers have more than one allotment)	0	1,666,678
<b>3.3</b>	<b>Provide Customer Service</b>		
	• Retired Pay Seminars (1 or 2 days travel)	2	46

	• Congressional Inquires	522	2,716
	• Telephone Inquiry	316,395	2,332,906
	• Letter and faxes correspondence	144,527	749,690
	• E-mail Inquiries	0	31,200
<b>3.4.</b>	<b>Process Reports and Notifications</b>		
	• Customer Notifications	25,740	169,073
	• Process Freedom of Information Act (FOIA) Requests	70	1000
	• FMFIA (Section 2)	1	1
	• FMFIA (Section 4)	2	2
<b>3.5.</b>	<b>Manage Payroll Service Automated Information System</b>		
	• AIS Security Actions	694	110
	• Configuration Management Actions	1,937	94
	• Production Support Actions	4,949	9,242
	• Software Project Planning	0	4
	• Software Project Tracking Actions	0	174
	• System Administrative Actions	1,775	286
	• System Implementation Actions	1,061	27
	• System Modifications	2,333	9,048
	• System Security Actions	0	2,500
	• System Test Actions	3,962	196
<b>5.0.</b>	<b>Provide Information Technology Infrastructure Services (Optional)</b>		
	• MVS CPU (Hour)	5,183	8,530
	• I/O Count	2,777,000	1,700,871,000
	• DASD (MB per year)	8,356,800	18,146,142,000
	• Tape Services (per MB days)	94,147,900	384,235,477,000
	• Tape Services (reels and cartridges mounted per year)	105,944	34,675
	<b>Provide Publishing Services</b>		
<b>5.6.</b>	• <i>Total Number of Mailing Actions (pieces)</i>	504,992	3,661,890
	• <i>Printing Actions – Number of Items (pieces)</i>		
	- 1099-R (reissues only)	16,294	105,739
	- Reports	0	7,275,000
	- Letter Stock	0	1,455,000
	- Daily Account Statement	0	950,000
	- Card Stock	0	388,000
	- Labels	1,793	97,000
	- Annual Account Statement	***	***
	- Reprographics	0	600,000
	- Run – High Volume	1,679,273	0
	- Paper – Bond, White (includes account statements)	755,869	0
	- Paper – Bond, White 3HD	863,495	0
	- Rolled Stock	610	0
	- Paper-Computer	72	0
	- Address/Mail/Deliver Labor	4,201	0
	<b>Provide Mass Mailing</b>		

<b>5.6.1</b>	• <i>Incoming Mail</i>	479,742	2,946,170
	• <i>Outgoing Mail</i>	*	438,201
	- Scanning	414,243	2,617,609
	- Indexing	480,261	2,132,359

\*Annuity Pay automates notifications therefore there is no workload

\*\*Represents reclaims which are older than 6 months (most reclamation actions are automated)

\*\*\*Annual tax reporting (1099-R) produced and mailed externally (input required)

**Account Growth.** DFAS anticipates a steady increase in workload based upon actuarial estimates. The chart below represents statistical data, which reflects actual number of account growth for FY 1997 – 1999.

		Annuity Pay	Retired Pay	Totals
Accounts Maintained (Annual)	FY 1997	255,768	1,934,192	2,189,960
	FY 1998	265,899	1,967,544	2,233,443
	FY 1999	276,876	1,998,420	2,275,296

		Annuity Pay	Retired Pay	Totals
New Account Establishment (Annual)	FY 1997	18,827	48,362	67,1898
	FY 1998	17,856	55,075	72,931
	FY 1999	20,219	44,029	64,248